

## Compliance Assessment Report CAR\_NRW0050737

**Permit being assessed:** UP3794FZ.

**For:** Worldcare Wales Ltd, **held by:** World Care (wales) Ltd

**At:** Worldcare Wales Ltd, Llandudno Junction, Conwy, LL31 9PN.

**Type of assessment:** Site Inspection,

**Reason:** Routine.

**On:** 30/01/2026 between 13:30 and 15:00.

**Parts of permit assessed:** As below..

**NRW Lead Officer:** Cheryl Griffiths, accompanied by Nia Brunning.

**Report sent to:** Lee Jones, Director , on 12/05/2026.

### 1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W1A - Waste - Management - General management	C3 Minor	1.1.4
W1A - Waste - Management - General management	C2 Significant	1.1.6
W1A - Waste - Management - General management	Action only (X)	
W2A - Waste - Operations - Permitted activities	C3 Minor	4.6.1
W2D - Waste - Operations - The site	C3 Minor	1.1.2
W2D - Waste - Operations - The site	Action only (X)	
W2E - Waste - Operations - Waste acceptance	C3 Minor	4.4.1
W2E - Waste - Operations - Waste acceptance	Action only (X)	
W3G - Waste - Emissions and monitoring - Fire	C3 Minor	5.7.1
W3G - Waste - Emissions and monitoring - Fire	Action only (X)	
W3G - Waste - Emissions and monitoring - Fire	Action only (X)	

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W3G - Waste - Emissions and monitoring - Fire	Action only (X)	

Result types are explained in more detail in the 'Important Information' section below.

Total non-compliances recorded	Total non-compliance score
6	51

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

## 2. What action is required?

Criteria	Action needed	Complete by
W1A	Reduce the volume of mixed skip and wood waste and ensure that all remaining waste is stored within its allocated skips and bays.	31/05/2026
W1A	Develop and implement an EMS procedure that clearly defines World Care (Wales) Limited's waste storage management requirements.	31/05/2026
W1A	Submit a copy of the implemented EMS to NRW for review.	31/05/2026
W2A	Correctly store all permitted hazardous waste in sealed containers within a secure hazardous waste store. Batteries must be stored in a covered area with an impermeable acid-resistant base, or in an acid-resistant leak-proof container with a close-fitting lid.	31/05/2026
W2D	Cease storing waste accepted at World Care (Wales) Limited such as UPVC waste beyond the permitted boundary.	31/05/2026
W2D	Cease storing any waste within the vehicle maintenance shed and must ensure that the shed is kept clear of waste at all times.	31/05/2026
W2E	Cease accepting any non-permitted waste streams such as tyres onto the site.	31/05/2026
W2E	If any non-permitted waste is accidentally received, it must be placed immediately into the designated quarantine covered container and removed from the site to a suitably licensed waste facility within 7 days.	31/05/2026
W3G	Update your Fire Prevention Management Plan (FPMP) to include a clear procedure confirming the minimum required separation or fire-break distances between all waste stacks.	31/05/2026
W3G	Submit a copy of your updated FPMP to NRW for review.	31/05/2026
W3G	Separation distances between waste stockpiles must be fully established and maintained, with clear access routes for firefighting equipment,	31/05/2026
W3G	Follow the site's Fire Prevention Management Plan (FPMP)	31/05/2026

Criteria	Action needed	Complete by
	ensuring that mixed combustible waste and unprocessed/sorted wood stockpiles remain within permitted height of 3 meters and volume limits.	

Compliance criteria codes are listed in the 'Important information' section below.

### 3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

**You are non-compliant with your permit.**

**We are currently considering taking enforcement action against you for the non-compliance recorded above. We will contact you in due course.**

### 4. Details of our assessment

This was an unannounced site inspection carried out on Friday 30 January 2026, by Natural Resources Wales (NRW) Waste Regulation Officer Cheryl Griffiths, Waste Regulation & Enforcement Team Leader Nia Brunning, and Head of Operations Martin Cox. Upon arrival, officers were met by the Site Director, Lee Jones, who was later joined by Sam Davies. Both individuals remained with the inspection team throughout the visit.

The purpose of this inspection was to assess whether the actions set out in the previous Compliance Assessment Report (CAR\_NRW0049834) and the Regulation 36 statutory notice, issued under the Environmental Permitting (England and Wales) Regulations 2016 on the 4 December 2025, had been completed and properly implemented on site.

NRW recognises that work is currently being undertaken on site, including the construction of new concrete lego block bays to act as separation distances between stockpiles. This is to support effective fire containment, and ensuring clear access routes for firefighting equipment in the event of a fire, which has resulted in changes to the site layout.

During the site visit on 30 January 2026, NRW observed that World Care (Wales) Limited had not yet complied with the requirements of the Regulation 36 statutory notice issued under the Environmental Permitting (England and Wales) Regulations 2016. As a result, NRW is considering enforcement action in response to these ongoing non compliances. While NRW recognises that World Care (Wales) Limited is actively working towards meeting the required actions set out in the Regulation 36 notice, these efforts remain overdue as the compliance deadline has already passed for all actions. As a result, continued delays may increase the likelihood of escalation, including formal enforcement actions.

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**Assessment of Actions Identified in CAR NRW0049834 and the Regulation 36 Statutory Notice issued under the Environmental Permitting (England and Wales) Regulations 2016;**

**W1A - General Considerations.**

**Permit condition 1.1.4.** "(Table 1.1) Maximum storage capacity of the site shall not exceed that which can be contained within skips and bays constructed in accordance with conditions in section 2.1".

Following the compliance visit on 12 September 2025, NRW required the operator, through a Regulation 36 statutory notice, issued under the Environmental Permitting (England and Wales) Regulations 2016 and the associated CAR report, to reduce the mixed skip and wood waste stockpiles so that all waste could be contained within the designated skips and bays by 29 January 2026.

During the follow-up visit on 30 January 2026, NRW officers observed that the mixed skip and wood waste continued to exceed the storage capacity of the permitted bays, as shown in photographs 1 and 2. The operator therefore failed to complete the required actions by the specified deadline.



**Photograph 1 - Mixed skip waste spilling outside the bay.**



### **Photograph 2 – Wood waste spilling over the sides of the skips.**

NRW also required World Care (Wales) Limited to provide waste transfer notes relating to the removal of waste from the site by the 2 February 2026. However, the documentation was not submitted until 5 February 2026 via a WeTransfer link, confirming non compliance with the deadlines specified in both the CAR report and the Regulation 36 statutory notice issued under the Environmental Permitting (England and Wales) Regulations 2016. These waste transfer notes will be reviewed by NRW in due course.

#### **ACTION:**

- ***Reduce the volume of mixed skip and wood waste on site, by ensuring that all remaining waste is stored within its allocated skips and bays.***

***A CCS Category 3 score has been issued in relation to this non compliance with permit condition 1.1.4 (General Considerations).***

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#### **W1A: General Management**

**As stated in permit condition 1.1.6.** *"The operator shall manage and operate the activities: (a) in accordance with a written management system that identifies and minimises risks of pollution, including those arising from operations, maintenance, accidents, incidents, non-conformances, closure and those drawn to the attention of the operator as a result of complaints".*

Following the compliance visit on 12 September 2025, NRW required World Care (Wales) Limited, through a Regulation 36 statutory notice, issued under the Environmental Permitting (England and Wales) Regulations 2016 and the associated CAR report, to develop and implement a site Environmental Management System (EMS) procedure in line with [How to comply with your environmental permit](#). The EMS was required to clearly set out the site's waste storage management arrangements, including:

- Maximum storage capacity
- Maximum storage duration limits
- Maximum waste storage heights, lengths, and widths

A copy of the updated and implemented EMS was required to be submitted to NRW for review by 3 February 2026.

NRW considers that the continued failure to provide an updated and implemented EMS, including clear waste storage procedures is likely the root cause of the historical issues observed at this site.

In particular, the absence of documented and effectively applied waste storage controls has contributed to waste being deposited and accumulating beyond its allocated skips and bays, with no effective segregation of waste streams, resulting in waste merging into mixed stockpiles. This has led to recurring exceedances of permitted storage capacity, exceedance of the 3 metre waste stack height limit specified within the site's Fire Prevention and Mitigation Plan (FPMP), and poor housekeeping. As the FPMP forms part of the site's EMS, adherence to these measures should have ensured that stockpile heights remained compliant, and this issue could have been prevented through the implementation of appropriate waste storage procedures. This also increases the risk of blocked access routes and reduced separation distances between combustible waste stacks, increasing the likelihood and potential consequences of a fire.

#### **ACTIONS:**

- ***Develop and implement an EMS procedure that clearly defines World Care (Wales) Limited's waste storage management requirements; and***
- ***Submit a copy of the implemented EMS to NRW for review.***

***A CCS Category 2 score has been issued in relation to this non compliance with permit condition 1.1.6 (General Management)***

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#### **W3G: Fire**

**As stated in permit condition 5.7.1**, *"The operator shall manage and operate the activities in accordance with a written fire prevention plan using the current, relevant fire prevention plan guidance."*

As previously required in CAR\_NRW0049834 and the Regulation 36 statutory notice, issued under the Environmental Permitting (England and Wales) Regulations 2016 the operator was instructed to follow the site's Fire Prevention Management Plan (FPMP) and ensure that mixed combustible waste and unprocessed/sorted wood stockpiles remain within their permitted height and volume limits.

According to World Care (Wales) Limited's FPMP (Version 10.1), the maximum permitted height for both unprocessed/unsorted wood and mixed combustible waste is 3 metres. During the inspection on 30 January 2026, NRW officers observed that stockpiles exceeded the 3-metre limit, as shown in photographs 3 and 4. In addition, the site currently has no measures in place to accurately measure or manage the height and volume of

waste held on site, increasing the likelihood of stockpiles exceeding permitted limits.

NRW considers that stockpiles exceeding the maximum permitted height, in combination with the absence of effective controls to measure and manage waste volumes increases the risk that a fire could escalate rapidly and become difficult to contain.

Larger and higher stockpiles can generate greater heat and sustained burning, increasing the potential for fire to spread to adjacent waste stacks and other combustible materials on site, particularly where separation distances and access routes are not consistently maintained during ongoing site works. In such circumstances, there is a heightened risk that the operator could lose control of a developing fire, requiring a multi-agency emergency response. A significant waste fire would present an environmental risk through the release of smoke and airborne pollutants and the generation of contaminated fire-water run-off, with the potential to impact local air quality, land and surface waters, and to pose a risk to the health of site personnel, emergency responders and nearby members of the public.



**Photograph 3- Wood waste stockpile exceeding the maximum permitted height of 3 meters.**



**Photograph 4 – Mixed skip waste stockpile exceeding the maximum permitted height of 3 meters.**

***ACTION: World Care (Wales) Limited must follow their site's Fire Prevention Management Plan (FPMP) by ensuring that mixed combustible waste and unprocessed/sorted wood stockpiles remain within permitted height of 3 meters and volume limits.***

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As previously identified in CAR\_NRW0049834 and the Regulation 36 statutory notice, issued under the Environmental Permitting (England and Wales) Regulations 2016, World Care (Wales) Limited was required to maintain the correct separation distances between all waste stockpiles in line with the site's Fire Prevention Management Plan (FPMP).

During the inspection on 30 January 2026, NRW Officers observed that the site had made some progress with the construction of new 'Lego block walls' between waste stockpiles, however, the required separation distances had not been completed by the deadline of 29 January 2026, as specified in both the CAR report and the Regulation 36 notice, issued under the Environmental Permitting (England and Wales) Regulations 2016. NRW acknowledges ongoing construction work and reconfiguration of the site layout but reminds World Care (Wales) Limited that it's their responsibility to maintain compliance with their environmental permit, EMS, and FPMP at all times, including during any construction works carried out on the site.

**ACTIONS:**

- ***World Care (Wales) Limited must update their Fire Prevention Management Plan (FPMP) to include a clear procedure confirming the minimum required separation or fire-break distances between all waste stacks, and;***
- ***Submit a copy of your updated Fire Prevention Management Plan (FPMP) to NRW for review.***
- ***Separation distances between waste stockpiles must also be fully established***

***and maintained, with clear access routes for firefighting equipment.***

***A CCS Category 3 score has been issued in relation to this non compliance with permit condition 5.7.1 (Fire), as waste was observed to be stored in stacks exceeding the maximum height of 3 metres specified within the site's Fire Prevention and Mitigation Plan (FPMP).***

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Given that non-compliances identified within the Regulation 36 statutory notice were observed to remain outstanding during our site visit on 30 January 2026, NRW are considering further enforcement action, as appropriate, in accordance with the Environmental Permitting (England and Wales) Regulations 2016.

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**A summary of the visit dated 30 January 2026 that is not highlighted within the Regulation 36 statutory notice, issued under the Environmental Permitting (England and Wales) Regulations 2016 as follows:**

**Permit condition assessed:**

**W2E: Waste acceptance and control procedures**

**As stated in permit condition 4.4.1**, *“All waste shall be received, inspected, accepted or rejected, and recorded in accordance with the standards specified in Table 4.4 below:*

Table 4.4 Standards for waste acceptance and control procedures

Stage of Waste Handling	Specified standards
a) Waste inspection	All wastes received at the site: <ol style="list-style-type: none"> <li>i) shall be inspected on receipt to confirm their description and composition against the relevant waste transfer note and other accompanying documentation.</li> <li>ii) shall be kept separate from and shall not be mixed with other wastes until they have been confirmed and recorded for acceptance at the site.</li> </ol>
b) Refrigeration equipment	All waste refrigeration equipment shall, unless stored in an enclosed building, have the door removed or the door seal and latch removed or rendered inoperative and the door adequately secured to prevent unauthorised opening.
c) Waste control procedures: quarantine storage and rejection of wastes	<ol style="list-style-type: none"> <li>i) Any items of non-permitted waste which are detected after acceptance at the site, shall be placed immediately in a designated quarantine covered container, and, where these are or appear to be special wastes, the Agency shall be informed immediately;</li> <li>ii) In the quarantine area, wastes shall be kept segregated from other wastes which are or are likely to be incompatible;</li> <li>iii) Quarantined wastes shall be removed from site within 7 days;</li> <li>iv) The maximum quantity of wastes kept in the quarantine storage area shall be 4.6m<sup>3</sup> at any one time.</li> <li>v) A record shall be kept in the site diary of all rejected wastes and all wastes kept in quarantine storage.</li> </ol>
d) Identification of wastes	Bays and containers shall be clearly defined and labelled to identify the wastes stored within them
e) Waste despatch procedures	All wastes despatched from the site shall be inspected prior to despatch to confirm their description and composition.
f) Incompatible wastes	Incompatible wastes which are likely, in combination with each other or with other material at the facility, to give rise to pollution of the environment or harm to human health outside the site, shall be clearly identified and kept physically separate in designated areas.

During the inspection, NRW officers observed several non-permitted waste tyres stored on site as shown in Photograph 5. These tyres had not been placed directly into the designated quarantine covered container, as required under the site's waste acceptance procedures.



**Photograph 5 – Non-permitted waste tyres.**

***ACTION: World Care (Wales) Limited must cease accepting any non permitted waste streams onto the site. If any non permitted waste is accidentally received, it must be placed immediately into the designated quarantine covered container and removed from the site to a suitably licensed waste facility within 7 days.***

***A CCS Category 3 score has been issued in relation to this non compliance with permit condition 4.4.1 (Waste Acceptance).***

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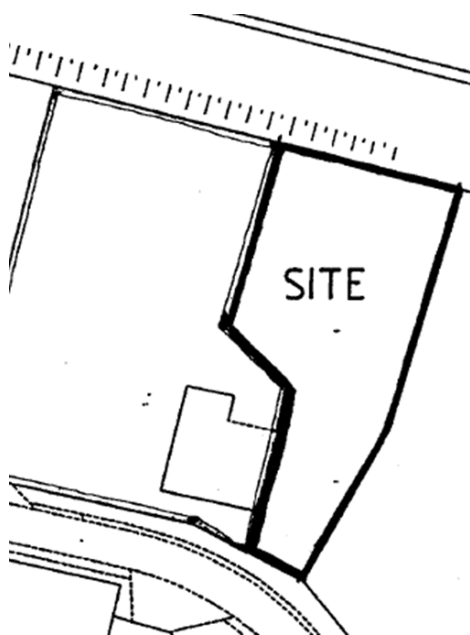
**W2D – The Site**

**As stated in permit condition 1.1.2, “No deposit of waste shall take place outside the area of land marked in red on Drawing No. (one) of the working plan”.**

During the inspection on 30 January 2026, NRW officers observed a roll-on/roll-off (RO/RO) skips containing UPVC waste stored at the operator’s sister company, *WorldCare Recycling Limited* (AB3998CJ), as shown in Photograph 6. Although World Care (Wales) Limited is permitted to accept UPVC waste, the environmental permit does not allow waste to be deposited outside the area of land marked in red on Drawing No. (one) of the working plan. The RO/RO skip was located beyond the permitted site boundary and within the grounds of a separate company that is not authorised to accept this waste type.



**Photograph 6 – UPVC waste store in a RO/RO skip at World Care Recycling Ltd.**



**Drawing No. (one)**

NRW also notes that the operator has a history of non-compliance relating to the movement and storage of waste between World Care (Wales) Limited to World Care Recycling Limited. Previous inspections have identified occasions where waste accepted under one permit was subsequently stored at a separate site that is not permitted to receive or store that waste stream. This practice is not compliant with the Environmental Permitting (England and Wales) Regulations 2016 and presents both regulatory and operational risks. NRW reminds the operator that all waste must be stored strictly within the permitted boundary and only in accordance with the conditions of the relevant environmental permit.

NRW therefore advises the operator to review whether the existing permit remains fit for purpose in light of the current site layout and operational practices. The operator may wish to consider applying for a permit variation, which could include options such as consolidating both existing permits into a single permit, or applying for a revised standard rules permit or a bespoke permit, depending on the nature and scale of activities undertaken at the site. For clarity, NRW cannot guarantee that any future permit variation or permit application will be accepted or approved, as all applications are subject to full technical and regulatory assessment. NRW therefore recommends that the operator seeks independent advice from a qualified environmental consultant or engages with NRW's pre-application advice service to ensure full understanding of the regulatory requirements and potential outcomes before submitting any application.

**ACTIONS:**

- ***Cease storing waste accepted at World Care (Wales) Limited beyond the permitted boundary.***
- ***Review whether the current environmental permit remains fit for purpose given the site layout and operations, and consider applying for an appropriate permit variation (e.g., consolidating permits, or moving to a revised standard rules or bespoke permit).***

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During the inspection, NRW Officers observed a quantity of mattresses (combustible waste) being stored inside the locked vehicle maintenance shed, as shown in Photograph 7. Permit condition 1.1.2 states that: *"No deposit of waste shall take place outside the area of land marked in red on Drawing No. (one) of the working plan"*. Drawing No. (one) does not identify the vehicle maintenance shed as an authorised waste storage area, therefore, the storage of mattresses within the shed is not in accordance with permit condition 1.1.2.

Following a telephone discussion with the Director for World Care (Wales) Limited, it was confirmed that all mattresses previously stored within the locked vehicle maintenance shed have been removed from the site and transferred to a licensed waste facility. Waste transfer notes, provided in accordance with the Duty of Care Code of Practice, were submitted to NRW for review on 11 March 2026.



**Photograph 7 - Mattresses stored within the vehicle maintenance shed.**

***ACTION: World Care (Wales) Limited must cease storing any waste within the vehicle maintenance shed with immediate effect and must ensure that the shed is kept clear of waste at all times. All waste must be stored only within the permitted waste storage areas (designated bays and skips) as identified within the area marked in red on Drawing No. (one) of the working plan.***

***A CCS Category 3 score has been issued in relation to this non compliance with permit condition 1.1.2 (The Site).***

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#### **W2A - Permitted activities**

***As stated in permit condition 4.6.1, "Notwithstanding the specification of permitted waste types under condition 1.2, wastes displaying any of the hazardous properties or forms specified in Table 4.6 shall only be stored on the site in accordance with the standards specified in Table 4.6 below".***

*Section (i) in table 4.6 states: "Hazardous waste shall only be stored in sealed containers within a hazardous waste store. Batteries shall be stored in a covered area with an impermeable acid-resistant base or in an acid resistant leak proof container with a close-fitting lid."*

During the compliance visit, NRW officers observed several batteries stored directly on the ground and on top of a metal drum designated for lithium battery storage as can be seen in photograph 8. This practice does not comply with the permit's hazardous waste storage

requirements or appropriate battery storage standards.

It is also important to note that batteries are classed as Waste Electrical and Electronic Equipment (WEEE). Any WEEE stored on site, including temporary storage, must meet the technical requirements of Annex VIII of the WEEE Directive, which include:

- Impermeable surfaces in appropriate areas with provision for spillage collection, and where appropriate, decanters and cleanser degreasers
- Weatherproof covering for appropriate storage areas

The batteries observed during the visit did not have any weatherproof covering, which is contrary to the requirements of [Annex VIII of the Waste Electrical and Electronic Equipment \(WEEE\) Regulations 2013](#).

In addition, the top of the metal drum was found to contain pooled water, creating conditions that increase the risk of corrosion, leaks, or other adverse chemical interactions.

NRW has previously raised concerns with World Care (Wales) Limited regarding the incorrect storage of batteries. The recurrence of this issue indicates that previous guidance has not been fully implemented. Improper segregation and inappropriate storage of batteries presents a risk of pollution, fire, and harm to human health.



**Photograph 8 – Storage of batteries**

***ACTION: World Care (Wales) Limited must correctly store all permitted hazardous waste in sealed containers within a secure hazardous waste store. Batteries must be stored in a covered area with an impermeable acid resistant base, or in an acid resistant leak proof container with a close fitting lid.***

***A CCS Category 3 score has been issued in relation to this non compliance with permit condition 4.6.1 (Permitted Activities).***

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NRW would like to thank World Care (Wales) Ltd for their co-operation and if you have any further questions about the contents of this inspection report, please do not hesitate to contact us.

*"In this document 'Natural Resources Wales' means the Natural Resources Body for Wales established by Article 3 of the Natural Resources Body for Wales (Establishment) order".*

\*END\*

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

## Important information

### Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm of the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

### Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action required for the permit condition assessed to avoid non-compliance. No non-compliance scored at this time
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

**How we use assessment scores**

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

**If your assessment result in Section 1 is suspended, what does this mean?**

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

**Full list of Waste compliance criteria (used in section 1 and 2):****1. Management**

- W1A – General management
- W1B – Energy Efficiency (MCP/SG facilities only)
- W1C – Avoidance, recovery and disposal of wastes produced by the activities

**2. Operations**

- W2A – Permitted activities
- W2B – Waste recovery plan
- W2C – Operating techniques
- W2D – The site
- W2E – Waste acceptance
- W2F – Technical requirements
- W2G – Improvement programme
- W2H – Pre-operational conditions

**3. Emission and Monitoring**

- W3A(1) – Emissions to water
- W3A(2) – Emissions to air
- W3A(3) – Emissions to land
- W3B – Emissions of substances not controlled by emission limits
- W3C – Odour
- W3D – Noise and vibration
- W3E – Monitoring
- W3F – Pests
- W3G – Fire

**4. Information**

- W4A – Records
- W4B – Reporting
- W4C – Notification

**Enforcement response**

Any non-compliance with a permit condition is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

**Data protection notice**

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. Health and Safety Executive, local authorities) on environmental issues
- carrying out statistical analysis, research and development on environmental issues
- providing public register information to enquirers
- investigating possible breaches of environmental law
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

**Disclosure of information – this report will be available to view on-line**

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within twenty working days to let you know if we agree to your request.

**Disputing the Content of this Compliance Assessment Report Form**

If you disagree with the content of this Compliance Assessment Report form, you should submit your concerns, in writing, to the regulating officer who issued it within **15 working days** of its issue. This will be treated as a **Stage 1 review**.

If you are not satisfied with the outcome of the stage 1 review, you may request a **Stage 2 appeal**. This request must be submitted **within 21 working days** of receiving the response from the stage 1 review.

Further details on our review and appeal process are available at: [Natural Resources Wales / Appeal a regulatory decision from Natural Resources Wales](#)

**Concerns Not Related to the Content of this Compliance Assessment Report Form**

If your concerns do not relate to the content of the Compliance Assessment Report form, you should first attempt to resolve the issue with the regulating officer or their line manager.

If the issue remains unresolved, please contact our **Customer Contact Team**:

- **Telephone:** 0300 065 3000 (Monday to Friday, 09:00–17:00)
- **Email:** [enquiries@naturalresourceswales.gov.uk](mailto:enquiries@naturalresourceswales.gov.uk)

They will provide details on how to escalate your concerns through our **Complaints and Commendations procedure**.

If you are dissatisfied with our response, you may contact the **Public Services Ombudsman for Wales**:

- **Telephone:** 0300 790 0203
- **Email:** [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

### **Welsh Language Standards**

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.